



COUNTY OF LOS ANGELES CHILD SUPPORT ADVISORY BOARD

Los Angeles County
Board of Supervisors

Gloria Molina
Yvonne Burke
Zev Yaroslavsky
Don Knabe
Michael D. Antonovich, Mayor

2006

PUBLIC MEMBERS

First District

Vacant
Vacant

Second District

Paula G. Leftwich
John O. Murrell

Third District

Lucy T. Eisenberg, Esq., Chair
Janice Kaminer-Reznick, Esq.

Fourth District

Jean F. Cohen
Maria Tortorelli, Esq.

Fifth District

Reginald Brass
Susan Speir, Vice Chair

GOVERNMENT MEMBERS

Chief Information Office

Jon W. Fullinwider

Department of

Children and Family Services

David B. Sanders

Department of

Public Social Services

Bryce Yokomizo

Child Support Services

Department

Philip Browning

Los Angeles Superior Court

David Jetton

EX OFFICIO MEMBERS

California Department of

Child Support Services

Mary Lawrence

Franchise Tax Board

CHILD SUPPORT ADVISORY BOARD MINUTES

November 17, 2005

Present

1st District, George Gliadys, Jr., Esq.
3rd District, Lucy T. Eisenberg, Esq.
3rd District, Janice Kamenir-Reznick, Esq.
4th District, Jean Cohen
4th District, Maria Tortorelli
5th District, Reginald Brass
5th District, Susan Speir

Chief Information Office,
Earl Bradley
Child Support Services,
Steven Golightly, Chief Deputy Director
Department of Public Social Services,
Rosie Ruiz

Guests

Lori Cruz, Deputy Director

Lisa Garrett, Special Assistant

Staff

Lee Millen, Board of Supervisors

Absent

1st District, Jane Preece, Esq.
2nd District, Paula Leftwich
2nd District, John Murrell

Children and Family Services,
David Sanders
Franchise Tax Board,
Debbie Strong
Superior Court, David Jetton
CA Department of Child Support Services
Annette Siler

Gail Juiliano, Chief, QAPI

CALL TO ORDER

Chair Eisenberg called the meeting to order as a Committee of the Whole at 9:45 a.m. in the CSSD Headquarters conference room; a quorum was identified and the meeting was called to order at 9:50 a.m.

APPROVE MINUTES OF OCTOBER 27, 2005

This item was deferred temporarily;

On motion of Member Kamenir-Reznik, seconded by Member Gliaudys and duly carried (Member Tortorelli abstained) the minutes of October 27, 2005 were approved with corrections: Page 9, second paragraph, first sentence, to read: "Ms. Cruz advised that the CSSD has 180 ~~120~~ days to work a modification request".; and Page 4, first paragraph, sixth line, to read: "...to LCSAs in two ~~five~~ languages, and the...".

BOARD CHAIR'S REPORT

Chairperson Eisenberg reported that a booklet to be included with the S&Cs has been published for distribution, and per advocates on the CSAB, they are not being distributed; Steven Golightly, Chief Deputy Director, CSSD, agreed to report back to the Chair today. Also, Chairperson Eisenberg advised that staff mailed out a CSAB letter to the House and the Senate leadership urging them not to reduce federal funding for the child support enforcement program contained in H.R. 4241 (Deficit Reduction Act). Further, Lori Cruz, Deputy Director, CSSD, reported that the "Logan" letter to the DCSS will be mailed out with a copy to the Chair.

DIRECTOR'S REPORT TO INCLUDE: Overview regarding Development of Goals for 2005/2006; Automation update; SDU update; and National Commissioner's Award for Collaboration

Steven Golightly, Chief Deputy Director, CSSD, reported the following:

- H.R. 4241 can be seen as a means to reduce the deficit and cover the cost of some of the large federal expenditures that have occurred recently, or as an attempt to undermine the support of several programs focused on low-income families and children. A movement

is underfoot to change the federal financial participation from 66% to 50% over the course of the next five years; the funding consequences to local agencies are quite significant. Also, there's an effort in the House to not allow states to use incentive money; currently, there isn't sufficient support to pass this effort and the vote has been delayed until November 17, 2005.

- The estimate of reduction in funding to LA CSSD during the next 5-10 years is in the 10s of millions of dollars; the Board of Supervisors forwarded a five-signature letter to the House urging the representatives not to reduce funding for child support;
- CSSD is appreciative of Chairperson Eisenberg's letter on behalf of the CSAB urging the House not to support H.R. 4241;
- The Statewide Disbursement Unit began in 11 counties on November 1, 2005, and the process is running smoothly; however, a problem that has occurred is that when payments are received two identifiers must be present on the check before it is released, and as a result, the amount of money on hold in the state is in excess of 2%;
- The cost for CSAS is currently now about \$1.4 billion, and the state is currently paying a penalty of about \$200 million per year for not having a system in place;
- The state will request relief from the federal penalties in September 2006, and this will require that the system is fully operational; if approved, the penalty would be reduced to 10% of \$200 million per year;
- The Urban Institute has recommended to the state that interest in arrears be reduced to 4%; however, the DCSS needs to request that the state legislature enact that change;

Gail Juiliano, Division Chief, QAPI, CSSD, reported that the current percentage of money on hold in LA County is 1/10 of 1%, and when you compare it to a 2% DCSS money on hold, it is a big inconvenience to customers in those 11 counties. Member Bradley questioned that if the penalty is reduced to 10% will the 90% flow into the child support program in the state. Mr. Golightly noted that there is speculation that it will not since this is coming out of General fund monies currently; not money allocated for child support.

- Currently, when a check is returned from the bank marked "non sufficient funds", the Court Trustee records negative transaction information by the name of the check writer. The new SDU policy will be to record this information by checking account number. Los Angeles County staff believe this will make it easier for non custodial parents to continue writing bad checks – by simply closing one account and opening another. Los Angeles County child support staff are discussing this concern with DCSS staff.
- An Employer Forum was held on November 16, 2005 to inform employers (mostly payroll staff attend) about how to comply with child support rules and requirements; over 200 attended;
- Recent promotions and hiring have occurred in the department, and a new list for child support officer has now been promulgated; and

- There are cashiers now in each Divisional office, and they have the ability to receive payments of any kind; the average monies received has been about \$500,000 per month; are analyzing whether this is all new monies.

In response to Chairperson Eisenberg, Ms. Juiliano reported that there are no recent “best practices” received from the state.

DCSS REPORT

In Annette Siler’s absence, Chairperson Eisenberg read Ms. Siler’s prepared written report:

- Update on contacts regarding Health Insurance: DCSS has requested that the Department of Managed Health Care contact the two
- providers where this was reported as an issue to remind them of the requirements to share information with both the custodial party as well as LCSA staff; a contact number is 888-466-2219 or www.dmh.ca.gov for assistance; [Vice Chair Speir suggested that the Employer Forum disseminate this new information];
- Status of Budget Allocation Report: Urban Institute participated in a conference call with the Child Support Directors Association, and its final report on models and options for consideration is due in March 2006;
- CCSAS Update: During the first week, 16,190 disbursements were issued for the 11 counties totaling approximately \$2.1 million; through November 14, the SDU has received and processed a total of \$8.3 million in child support collections based on 48,849 logical collections; and the SDU has received 900 calls to the Electronic Help Desk for enrollment services for direct deposit and to answer other customer questions; and a SWAT team is in place to address any outstanding/new issues and to provide guidance and gap solutions to newly implemented processes.

REVIEW AND DISCUSS PERFORMANCE MEASURES

In response to Chairperson Eisenberg, Mr. Golightly advised that low numbers reported in the federal performance measures, percentage of cases paying arrears, are due to a new FFY.

REVIEW AND DISCUSS QAPI PLAN FOR 2004-2005, AND REPORT ON FISCAL OUTCOMES

Gail Juiliano, Division Chief, QAPI, reported that in 1998 the performance measurements were shifted by the DCSS to ensure that the LCSAs were on track, and in 2001 a Quality Assurance and Performance Improvement

(QAPI) plan was developed. Two QAPI plans have been completed, the first incorporated PIP about two years ago, the second mirrored the original improvement plan, and the third will incorporate the objectives that worked as well as the CSSD objectives/goals.

Ms. Juiliano distributed and reviewed the QAPI Plan FFY Outcomes 2004-2005 (copy on file). 1. CSI Modification Calendar: 10,079 CSI Modifications obtained; and 131,897 cases reviewed for modification; in the process to clarify how to proceed with modifications in regular support process; Referral from various sources = 14,448 (jail mail, call center, interview team, expanded service team), and these will be monitored for modification to evaluate current circumstances.

Vice Chair Speir noted that data does not address getting a dollar amount on a reserved order or a priority for a CP that wants an increase. Lori Cruz, Deputy Director, reported that upward modification is handled by the Divisions, and since January 2005 a special project is in place to review

upward modifications and teams in each Division review CP requests.

Chairperson Eisenberg requested a report on this issue in January; and Member Tortorelli requested the report to include a percentage change in the number of reserved orders now compared to last year, and Vice Chair Speir requested data on the number of total reserved orders and the number of reserved orders with a primary active verified. Chairperson Eisenberg suggested that Vice Chair Speir forward her a suggested list of questions on this issue.

Ms. Juiliano reported that staff has identified all cases (about 3,000) in the system that have reserved orders with earnings; a review of these will be very labor intensive.

CSI Review of ARS closure/clean-up lists: 131,867 cases reviewed (about 12% of these cases were closed); Accrual credits: if a change of circumstances occurs, a procedure is not in place; however, have now established a program via the system to adjust the amount of accrual due if the circumstances warrant it (NCP dies in January and CSSD learns of it in July, the account has accrued) and an accrual credit adjustment (total monies) is made; Just Ask: is a process that only applies to current support wherein a CSO asks the NCP for payment, 512 payments were made or \$258,000; Supplemental Childcare: 5,435 cases reviewed, for about a \$446,800 reduction; Centralized Employer Taskforce: 11,074 cases reviewed, and 614 Notice to Withhold Orders sent; CSOs contact employers with multiple NCPs; New List (no payments in last 12 months): 36,009 cases reviewed; Locate tool used; Co-Locate Checklist: Form enhanced and currently in use; Centralized Intake: have found 7,992 good locates utilizing the Case Worker Query Tool (CWQT) and MEDS; if the NCP is currently employed is another question to be answered.

In response to Chairperson Eisenberg, Ms. Juiliano reported that staff has identified five benchmarks to track the Centralized Intake, and staff can report back on this issue in January on finding new data that leads to service or collection.

CASES WITH ARREARS COLLECTIONS: 1. Quarterly review of ARS closure/clean-up lists: 98,927 reviewed for closure/clean-up, and about 1,400 cases closed; **Duplicate Case Transfer:** mandated by DCSS two years ago and reached a 90% completion of initial list, however, effort was de-prioritized and the DCT data is not available; **Keep the Change:** 552 payments or over \$2 million; **New List:** over 550 cases reviewed, and 321,497 CWQT searches from 01/01/05-09/30/05 (searches do not relate to just cited cases); and **Compromise of Arrears:** \$277,908 from July 2005-September 2005 and this amount does not include I-COPE.

Chairperson Eisenberg inquired whether an oversight legislative hearing on child support arrears was held on November 2, 2005, by the state.

REPORT ON COLLECTION OF ARREARS: WHY NUMBERS DID NOT INCREASE IN FFY 04/05; AND WHAT MEASURES ARE PLANNED TO INCREASE THE PERCENTAGE OF CASES PAYING IN FFY 05/06

Gail Juiliano reported that the current support measurement is the percentage of current paid to the amount of current support due, and the arrears measurement measures the number of cases with a payment on arrears to the total number of cases with a payment due on arrears.

Staff reviewed cases that did not have a payment in FFY, and a sample was selected. The process included forwarding a letter to the NCP explaining that the case has been reviewed and has been identified that there is no payment towards arrears in the past twelve months. The letter states a payment can be accepted in the District offices and that there is a process that can reduce a portion of his arrears. The NCP is encouraged to call the Call Center's 800 number. A search of Locate sources was completed and an evaluation was made whether to close the case. Of the 50 cases reviewed, four cases were closed, two cases received payments from employers, eight cases had a wage assignment sent to the Social Security Administration (received two payments from these). CSSD is working to ensure payments are processed and following-up with SSA on the wage assignment process.

The project has expanded to review more than 500 cases, however, no payments have been received from these letters. CSSD received some phone calls for additional information and has closed about 100 cases (half of those are due to receiving SSI benefits, 15 closed because NCP is deceased, and 22 closed due to miscellaneous reasons). One hundred one new employers were identified and a notice to withhold was forwarded. About 120 remain unable to locate.

In response to Chairperson Eisenberg, Ms. Juiliano reported that staff is not yet able to determine if a statistical improvement to the percent of arrears collected could occur; however, as a result of the arrears project she will recommend that this goal be incorporated into the QAPI plan.

Also, Ms. Juiliano reported that resources have not been focused on arrears improvement; four staff worked part-time on this project over several months. Ms. Cruz reported that most of the matters on arrears cases end up in court, and when a party fails to pay, then CSSD's hands are tied. An administrative process is available; however, the court has limited CSSD's ability to enforce child support on arrears.

In response to Chairperson Eisenberg, Ms. Juiliano reported that the FFY 2005/2006 Plan can be presented at the January meeting, and it will contain numerical/measurable goals.

REPORT ON STATUS OF DEVELOPMENT OF DEPARTMENT GOALS AND OBJECTIVES

Lori Cruz, Deputy Director, reported that in September 2005, a Task Force comprised of senior managers met to brainstorm to improve current support collections, and as a result, several work groups were created. The Senior Managers were also tasked to make recommendations that were in line with Director Browning's goals and objectives: Current Support, Total Collections, Arrears Collections, and a Mentoring Program for SDU operations; awaiting outcomes and strategies identified, and another meeting may be scheduled in December 2005.

In response to Chairperson Eisenberg, Mr. Golightly advised that BPR campaign objectives are more specific and the Departmental goals/objectives identified are more broad and general. In addition, the Board of Supervisors requires Director Browning to complete/submit MAP goals each year (which are also required of senior managers), and these are broader in scope than the DCSS goals given to CSSD or the QAPI goals identified. Ms. Cruz advised that a final work product on this agenda item can be presented at the January meeting.

Public Comment

Vincent Logan reported that he attended the CSAB September meeting to obtain a modification request; a modification has been completed, however, Vice Chair Speir has advised that an error was inputted into the system and a new re-file will have to be completed. In addition, he has not received credit on the social security monies his daughter began receiving since January 2005.

Mr. Logan requested a contact to resolve this issue.

Vice Chair Speir reported that Mr. Logan went to court to obtain credit for payments given to his daughter, and to address overpayments (he paid and Social Security Administration paid). Another court date will be scheduled

to get the order changed, and an audit will occur to identify the overpayment.

Ms. Cruz agreed to report back next month on the resolution of this case; and Member Tortorelli requested staff to explain what is the law and the responsibility retroactively of the Department in this case when the full amount is being paid and other monies are being paid to the daughter.

Further, Member Tortorelli agreed to determine if Mr. Logan should have had

to pay for parking at CCW although he has a handicap placard. Member Gliaudys suggested that the county's contractual obligation to provide handicapped access under the ADA could be reviewed.

Next CSAB Meeting

Following discussion on staff absences and staff work requested, on motion of Member Golightly, seconded by Member Kamenir-Reznik and duly carried (Member Tortorelli, Vice Chair Speir, Chairperson Eisenberg abstained), the CSAB December 2005 meeting is cancelled, and the CSAB

will meet again on January 26, 2006.

(Member Bradley was excused from the meeting.)

SUNSET REVIEW

Chairperson Eisenberg reported that the Sunset Review for the CSAB is due in December 2005. Following discussion, staff noted that a sunset review approval in January 2006 would be acceptable in that the December meeting has been cancelled.

Chairperson Eisenberg will prepare the Sunset Review for approval in January and will e-mail it to Members for their review. Mr. Golightly suggested the incorporation of several amendments regarding the composition of the CSAB; he will refer these to Chairperson Eisenberg.

REPORT ON PROCEDURES FOR RESPONDING TO REPORT OF WELFARE FRAUD

Chairperson Eisenberg noted that an advocate has asked for an explanation of the procedures when someone calls in to the Call Center and states that the CP has child support but the NCP has the child, or vice a versa.

Lori Cruz reported that the Call Center protocol in instances of welfare fraud was distributed to CSAB at the September/October meeting; staff will redistribute this document. Staff has been instructed to notify the caller regarding the welfare fraud hotline number, and if a second call is received on the case, the CSO is to make a welfare fraud referral to the Division. The Division in turn would create the referral; forward it to Ms. Cruz's office, and her office would refer it to the DPSS Welfare Fraud Section.

Vice Chair Speir suggested that the CSO could request that the CP obtain proof of minors in custody, including other documented proof such as school records, make an appointment with a CSO, and if verified CSSD staff can move to dismiss the case.

Ms. Cruz advised that this recommendation can be forwarded to Julie Paik, Deputy Director, to determine if it can be incorporated into the Call Center procedures. However, in order to address welfare arrears the CP has to file with the court. Member Tortorelli noted that the court may reserve the order, but will not address welfare fraud arrears without documentation.

REPORT ON COAP PROGRAM

Lori Cruz distributed statistics regarding the DCSS Compromise of Arrears Program, including Total Applications Received, In Process, Approved, and Denied as of October 31, 2005 (copy on file). Ms. Cruz reported that when a case meets the COAP program requirements, CSSD can enter into stipulations for compromise of payment as follows: (1) Family Reunification: When a minor who has been placed with a guardian or relative caretaker

(who is not the other parent) has been returned to the obligor, the entire amount of the foster care arrears is subject to compromise; (2) Interim COAP: In an arrears only case where the permanently assigned arrears total at least \$5 thousand and all unassigned arrears, if any, are paid in full prior to completion of the compromise, the obligor may pay a lump sum amount as calculated under the I-COAP Program Process in compromise of all assigned arrears; and

(3) COAP: When the assigned arrears are at least \$5 thousand, the obligor may agree to pay a reduced amount on the assigned arrears by a lump sum or by entering into a 36-month payment plan, so long as the obligor also pays all unassigned arrears during the same 36-month period and pays current support, if any.

Since July 1, 2005, of 293 cases submitted for a COAP, 184 have been denied, 27 are in process, and 59 have been approved.

Following discussion, Chairperson Eisenberg suggested that Annette Siler be asked to provide (1) guidance to the CSSD on COAP; and (2) to explain the disparate denial rates.

MATTERS NOT ON THE POSTED AGENDA

Member Tortorelli requested a status report on the collaborative effort to date by the court, the CSSD and DCSS to identify foster care cases that should not be referred to CSSD.

Chairperson Eisenberg reported that she will prepare and submit for review in January the CSAB Semi Annual Report.

ADJOURNMENT

The meeting was adjourned at 12:10 p.m.